

A QUARTERLY
PUBLICATION PROVIDING
INFORMATION AND ITEMS
OF INTEREST
TO HEALTHY FAMILIES/
MEDI-CAL FOR
FAMILIES EE'S,
CAA'S AND HP STAFF

EE / CAA Newsletter



VOLUME 1, ISSUE 2

SEPTEMBER 2004

This newsletter is updated quarterly and is downloadable from www.healthyfamilies.ca.gov

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NO PROPOSED CAP ON ENROLLMENT IN THE HEALTHY FAMILIES PROGRAM

As part of the May Revision to the Budget released May 11, 2004, Governor Schwarzenegger has withdrawn the proposed cap on enrollment for the Healthy Families Program (HFP). The administration has fully funded the number of

children that MRMIB anticipates will be enrolled in the program in 2003-04 and 2004-05.



IVR Enhancement Provides Application & FAX Status to Clients

HFP has enhanced our IVR (Interactive Voice Response) System for Eligibility and FAX receipt.

Recently, HFP implemented a new option in the IVR system which allows clients to stay informed regarding the status of their application and eligible persons. When a client calls in and is verified, the SPE and HFP IVR application asks them if they would like to check the

status of their application. We can now let them know where in the HFP process the current application is as well as the date the application was received and effective dates of those eligible by birth date. If there is more than one eligible person, we prompt them to press "1" for additional information. If forwarded to Medi-Cal we can let the caller know what county office the application was forwarded to and the of-

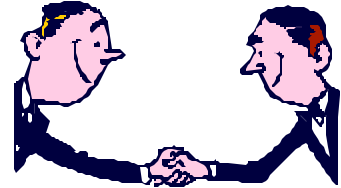
fice's telephone number. Applicants can also verify the last FAX received by date. When the applicant enters "1" for personal information, the option "3" will repeat back the last FAX received by date.

This enhanced feature improves the efficiency of the exchange that previously required agent intervention. The IVR is

See "IVR" on page 2

IVR (continued from page 1)

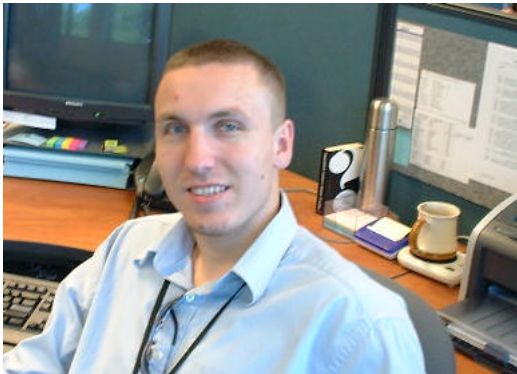
designed to put information at our clients' fingertips, and we are always looking for ways we can improve the flow of documents and information in and out of HFP.



Team Member Profile

Each newsletter we profile a member of the team to help personalize the HFP.

'Mike' Koshcheyev



Mike (whose last name is pronounced Ko-shey'-ef) is one of three EE/CAA liaisons. Born in the city of Pushkino, about 20 minutes from Moscow, Russia, he has called the United States home since 1991. Most of his relatives are still in Russia, but his parents are local. About two years ago, Mike spent a month in Russia. His relatives took him all over Moscow, the Red Square and various museums. "The month went very quick", Mike remembers. Another month in

Russia is being planned for later this year.

When asked about his main interests, Mike had a quick answer: "Sports". Specifically, basketball is his main interest and he is a Lakers fan. [EDITOR'S NOTE: interesting for someone living in Kings country]. He also spends winters snowboarding with friends at Squaw Valley (home of the 1960 Olympics) and summers waveboarding in a local lake.

"I also like Import Cars", Mike added. This month he bought a 2000 Honda Civic SI Coupe project car (the SI model was only produced during 1999 and 2000) and start converting it into something awesome. New suspension, wheels, a turbo and other "goodies" are in the plans. Once the car is done (as anyone who has built such a car knows, you are never really "done"), Mike would like to enter it in some of the numerous car shows prevalent in the state. "Of course", he adds, "this all depends on availability of time and funds". He would like to get a couple of local sponsors to help him financially.

*"I also
like
Import
Cars"*

Where Can an EE or CAA get Help When Needed?

As CAA's, you play a vital role in helping families all over the State of California obtain the Health Care they not only need, but deserve. But whom can you turn to when you have questions or need assistance? Effective January 1, 2004, the State of California re-instated the EE/CAA Help desk to provide support to Enrollment Entities (EE's) and Certified Application Assistant's (CAA's). The Help Desk answers questions relating to general income calculation, family size or composition, general enrollment qualifications, etc.

The Help Desk provides information regarding Invitation to Participate (ITP) registration, upcoming training and how CAA's and EE's can obtain Healthy Families Handbooks and Applications. The Help Desk also provides pre-registration for trainings throughout the State, creates CAA certificates, and maintains the EE/CAA Database which contains all EE and CAA information.

You might be thinking to yourself: Well this is great information, but what about the calls that I'm receiving from applicants whom I have helped, but have not heard anything about their case? CAA's should always encourage the applicants to call the Healthy Families Program applicant call center at **1-800-880-5305** (new applications or pending applications) or **1-866-848-9166** (Families already enrolled in the Healthy Families Program) Monday thru Friday from the hours of 8:00AM to 8:00PM and Saturdays from 8:00AM to 5:00PM.



Additionally, the Interactive Voice Response (IVR) system is fully operational and is monitored regularly to ensure the best performance from the system. The IVR is the first option for applicants when they call. The system gives the option to speak with a live person if the applicant is not able to obtain the information they are looking for through the automated system. The average wait time to speak with a representative has been from 1-2 minutes. While on hold, the system will give the option to go to voicemail after 3 minutes, and should the caller be on hold for 5 minutes, they will automatically go to voicemail. Typically, the hold time tends to be a little longer on Mondays and Tuesdays. The best times to call are evenings after 5:00PM as well as Thursdays and Fridays after 3:00PM.

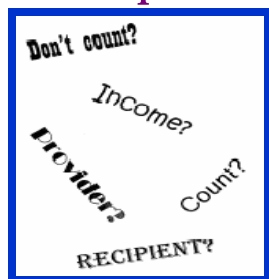
If the applicant or the CAA simply cannot get the help they need from the IVR or the call center, then the CAA may call the Help Desk at **1-800-279-5012**. Please keep this in mind: **The CAA Help Desk is not an applicant line.** We cannot speak with applicants, even briefly, at this line. Therefore please do not give the Help Desk number to your clients or call the Help Desk with an applicant on the line to do a "conference or 3-way call".

The Help Desk will provide as much assistance as possible to CAA's and EE's, but please bear in mind the following: ***The Help Desk is prohibited from providing specific, confidential, eligibility information about a family or subscriber unless they have a signed authorization from the applicant /subscriber.*** Signed authorization can be submitted in writing with the paper application. On the Health-e-App transmittal there is a section available where the applicant can authorize the CAA to obtain information regarding their account. (Note: The Health-e-App authorization is valid only until the day that Healthy Families Program mails an eligibility determination to the applicant.)

If an application does not have an authorization on file, it sometimes creates a difficult situation because we understand you are trying to help your clients, but we have certain rules and limitations that dictate what information we can release to a CAA. But please rest assured that even if we cannot give you, as a CAA, information regarding a certain account, your case will not go unresolved. We will review the case and if we cannot find a resolution, we will forward the case to the appropriate department, whether it needs to go to Eligibility, Call Center for a call back, Program Review, Research and Appeals, or Annual Eligibility Review.

We ask that you please remain patient with us and remember that all of your hard work is truly appreciated not only by the Healthy Families Program, but also by the hundreds of thousands of children already enrolled.

In Home Supportive Services Income; who is the “Provider” and who is the “Recipient”?



If someone provides various services to a child (such as housecleaning or transportation) and for that service they receive Public Assistance payments for In Home Supportive Services (IHSS), how does HFP treat the income?

Generally, the HFP considers the recipient of income from a Public Assistance (PA) source (cash assistance, SSI/SSP, etc.) as a PA *recipient*. However, the person who provides IHSS service to a child and receives income from IHSS for that service is not the recipient of PA

income. Instead, this person, who may be a family member or an outside provider, is the *provider* of IHSS service and the payment he/she receives from IHSS is countable earned income. This person is also included in the household size if they reside in the house with the child. The child, on the other hand, is considered to be the PA *recipient* and is not included in household size. Further, if the child receives their own separate income, it is not counted when determining HFP eligibility.

When reviewing the income docu-

mentation from IHSS, there are two persons identified on the pay check stub. The income for the person providing the care to the child and is being paid by IHSS will be listed on the pay stub as “Provider”, **not** as the “Recipient”.

Sources: Policy Letter 04-09 and Fast Alert #0038.

Child →

Person providing the service(s) to the child →

STATEMENT OF EARNINGS AND DEDUCTIONS		ISSUE DATE	
DETACH CHECK HERE KEEP THIS STUB FOR YOUR RECORDS Separate all checks and stubs by archive			
RECIPIENT: ROSA FRESNO CA 93722	PROVIDER: FRESNO CA 93722	GROSS NET FICA MEDICARE SDI FIT	CURRENT 192.00 166.85 11.90 2.78 2.27 8.20 YTD 2070.75 1801.80 128.37 30.03 24.43 86.12
FROM: TO: HOURS:			
IHSS PROGRAM INFORMATION		ARREARS	

Use of tax Schedule C-EZ as income documentation

When the Federal Income Tax Form 1040 is used to verify self-employment income (income reported on line 12 of Tax Form 1040), it must be accompanied with a Schedule C, Profit and Loss from Business. This form is also valid income documentation when submitted with tax form 1040.

Schedule C -EZ is used by persons

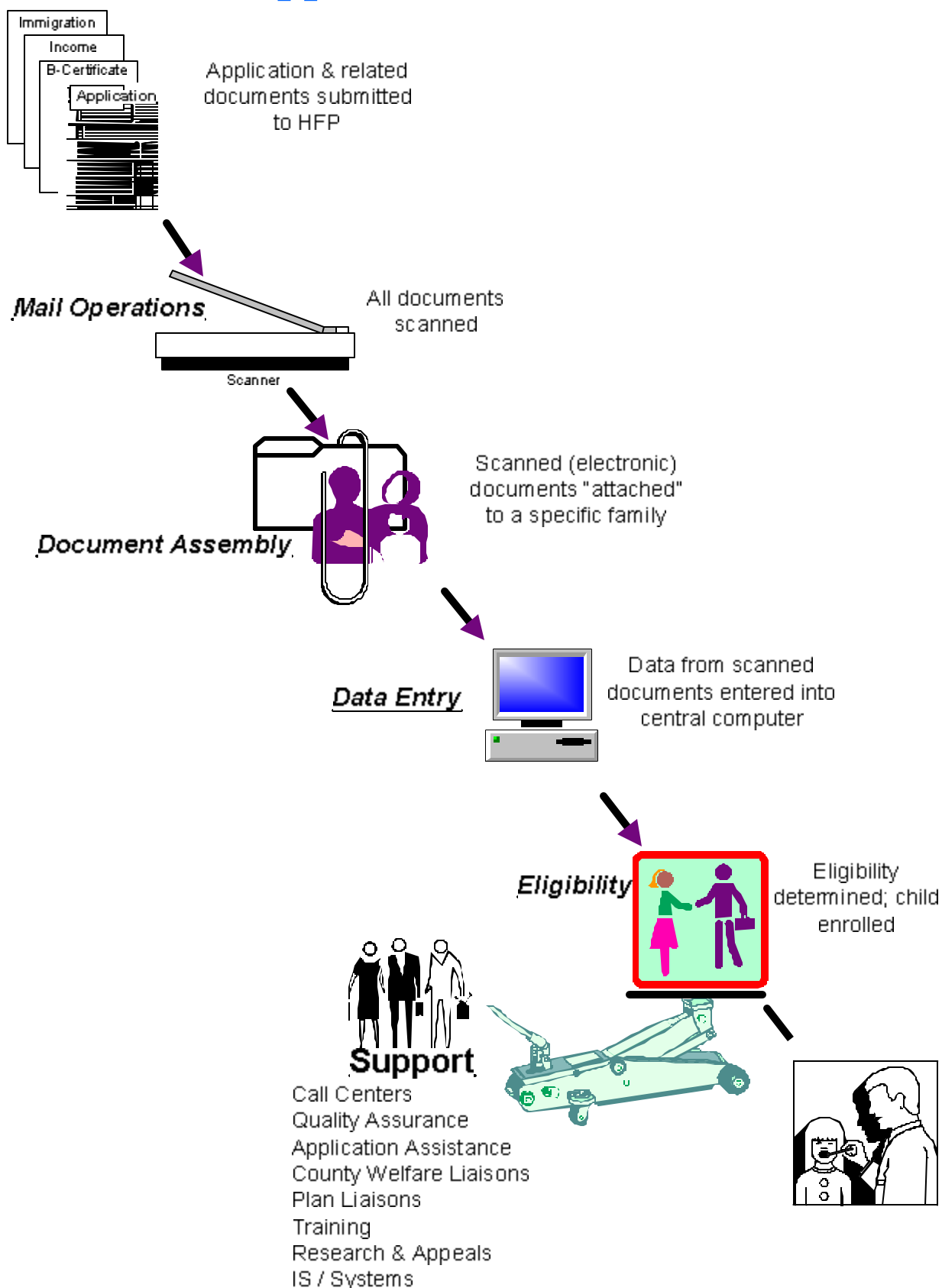
who are sole proprietors and are not claiming depreciation as a business expense. When using this form, the total business expenses cannot exceed \$2,500. It should also be noted that the Schedule C -EZ does not have a separate line to report expenses for meals and entertainment. Therefore, HFP will not pursue or add back to line 12 of the tax form 1040 any deprecia-

tion, meals and entertainment expenses when the Schedule C -EZ accompanies the tax form 1040.



No depreciation, meals or entertainment expenses added back in when using Schedule C-EZ

How are HFP Applications Processed?



What is a “Telephone Application”?

When a perspective applicant calls us, the IVR (Interactive Voice Response) system offers them an option for assistance with their application in the language of their choice. If the application assistance option is selected, the caller is given the option to call back during off-peak hours for a shorter wait. In addition, they are told what information will be needed to complete the application process on the phone. They then have the option to leave a voicemail with their name/phone number if they wish to hang up and gather the required information.

About 600 people select the application assistance option daily. These calls are routed to an agent who asks them if they can spend the next 20 minutes on the phone; if “no”, they are asked to call back at a more convenient time and are given the hours of operation and if “yes”, the agent will go through a docu-

mented script starting with a list of what the caller will need in order to proceed (also available on the website under “Apply by Phone”): pen/pencil, paper, pay stubs, birth dates, daycare expenses, child support / alimony paid or received.

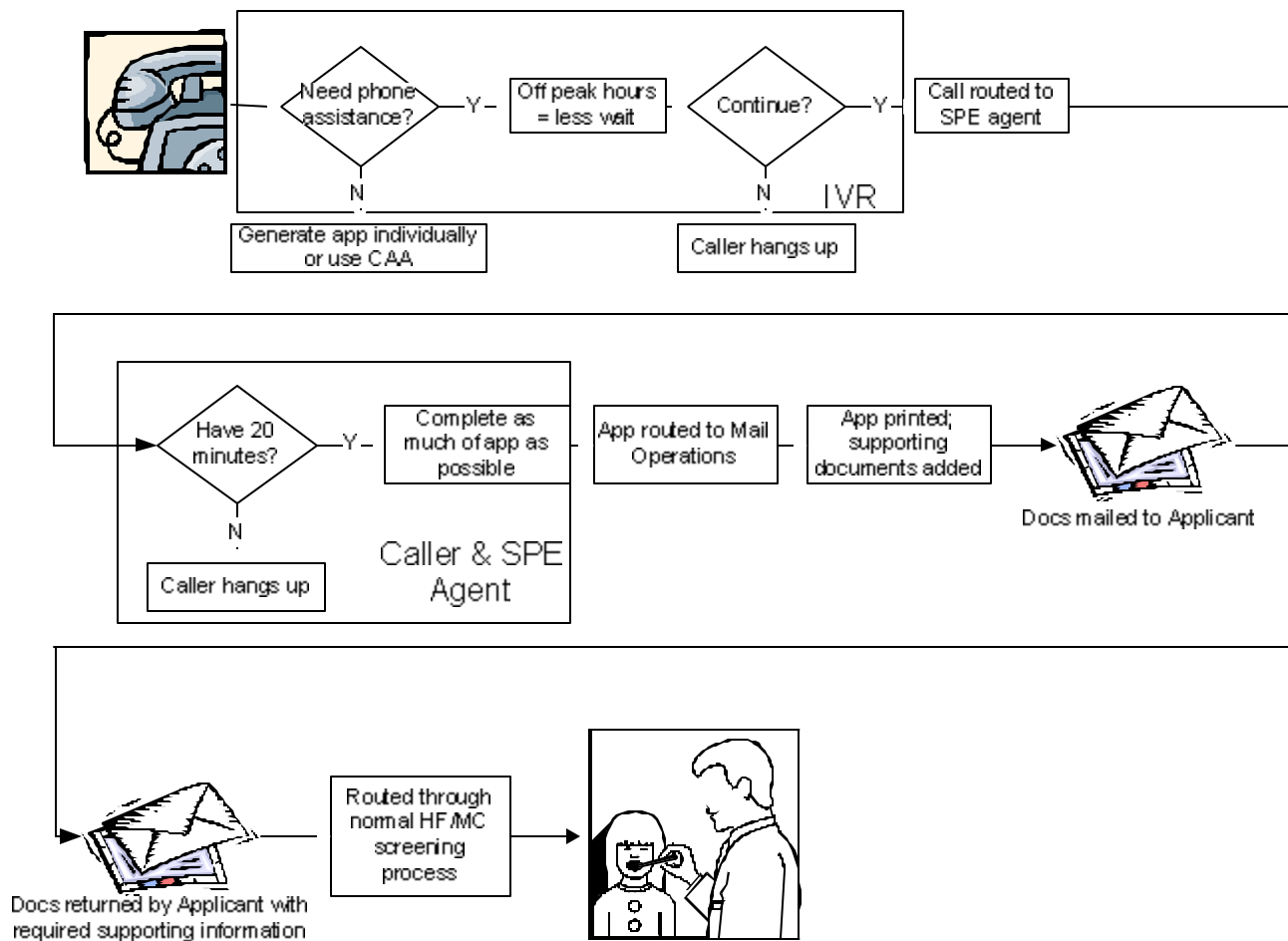
The agent enters all information directly into the central computer. They also generate a Family Member Number (FMN) at this time.

Once all available information has been gathered, the application is routed to Mail Operations. Here, it gets printed and mailed to the applicant, along with a cover letter containing the applicant’s new FMN and instructions on what do next, a copy of income guidelines, a copy of Medi-Cal disclosures (page 7 of the Joint App) and a Healthy Families Handbook.

The applicant had previously been told by the SPE agent that this package would be mailed to them and, when it is received, they will need to complete the plan options, review all information for accuracy, sign the application and return it with the first month’s premium and proof of income.

Mail Operations sends about 100 of these mailings each day which means that a high number of the 600 people who initially chose this option in the IVR system opt not to continue it.

When the application is received, it is routed through the normal Healthy Families/Medi-Cal screening process. This new telephone assistance program now gives applicants three ways to apply: apply themselves, apply by phone or apply using the services of a CAA.



Faxing Supporting Documents for Health-e-App Applications



Healthy Families has implemented an enhancement to make the Health-e-App process more efficient. There is now a way to automatically link faxed supporting documentation to an application. Our automated system will read the barcode at the top of the fax cover sheet and link all the documents in that fax transmission to one application. This increases both the speed and accuracy of the application process.

Please note that this process links every page in the fax transmission to the application DCN on the fax cover sheet. If you use the same fax cover sheet for multiple applications, or, you stack multiple sets of supporting documentation into one fax transmission, the supporting documentation may get linked to an **incorrect application**.

Remember to use the following tips when faxing any supporting documentation for a Health-e-App application:

- ◆ Use the fax cover sheet generated by Health-e-App as the 1st page in the fax transmission. Do not use another page as the cover sheet.
- ◆ Make sure that every document in the fax is for the same applica-

tion.

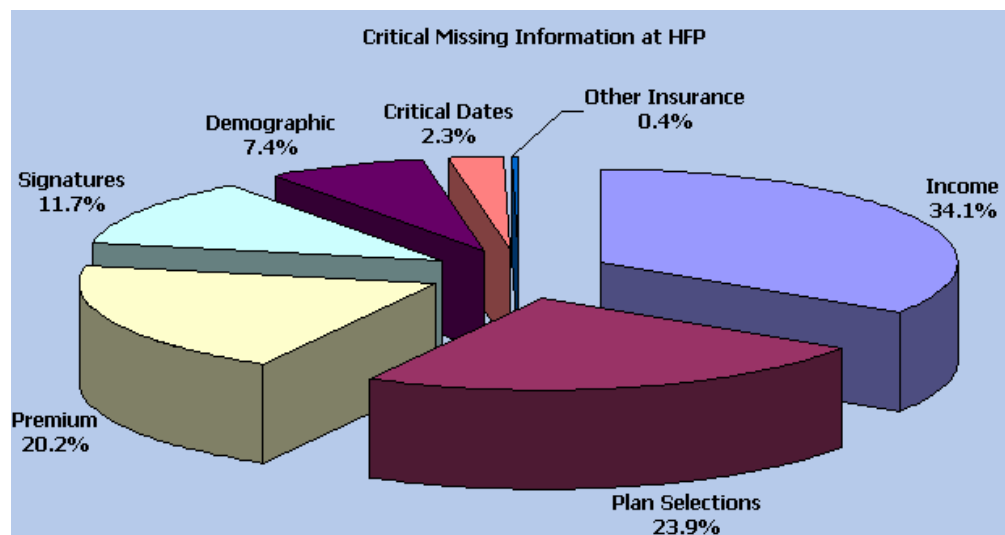
- ◆ Do not stack multiple sets of supporting documentation onto the fax machine and send these documents as one fax transmission.
- ◆ Always fax the supporting documentation on the same day that you submit the application.
- ◆ Make sure the Health-e-App fax cover sheet is oriented correctly in the fax machine (bar code in first, document face-up or face-down depending on the machine) so that it will be accurately read.

Your cooperation will help ensure that all Health-e-App applications are processed in a timely and accurate matter. Thanks for all your help!

New Application Missing Information Analysis

135,000 Joint Applications were reviewed over a 4-month period (May—August 2004). Of the applications reviewed, it was found that:

- ◆ 68% of the applications that come to Healthy Families have some form of missing information.
- ◆ 52% of the applications determined to have missing information at HFP were never completed by the applicant
- ◆ 9% of applications received at Single Point of Entry do not have enough information to perform File Clearance (assign a CIN) or to screen to Healthy Families/Medical.



“Thank you” to new CAA’s & EE’s

Healthy Families wants to congratulate and thank the following new CAA’s and EE’s for their dedication to their communities:

CAA’s

Abrego, Gary	Castillo, Cynthia	Flenory, Lynn	Iriarte, Norma	Mendoza, Richard
Acevedo, Daisy	Castonguay, Donna	Flores, Thelma	Ishkhanyan, Yelena	Menendez, Ruth
Aceves, Elena	Castro, Elvia	Flores, Yolanda	Ivanova, Helena	Merlo, Soraya
Aceves, Josie	Catrillo, Adriana	Frausto, Maria	Jaramillo, Lilia	Messner, Kathy
Acosta, Elena	Ceron, Grace	Gaona, Xochitl	Jaurequi-Vasquez, Lil- lianna	Meza, Nora
Aguilar, Elidia	Cervantes, Blanca	Garcia, Maria	Jihad, Jackie	Meza, Euler Armando
Aguilar, Veronica	Cevallos, Gracie	Garcia, Yanet	Jimenez, Rick	Miller, Malinda
Aguilar, Eduardo	Chang, Christine	Garcia, Biannet	Johnson, Rosie	Milo, Lynnae
Aguirre, Ivonne	Charles, La Rhonda	Garcia, Guadalupe	Johnson, Joy	Miramontes, Raphael
Alarcon, Roxana	Chavez, Sonia	Garcia, Erika	Johnson, Daniel	Moller-Leon, Laura
Alcala, Aida	Chavez, Marcella	Garcia, Virginia	Johnson Acosta, Irene	Mondragon, Gloria
Alfaro, Adriana	Chhavy, Sovantha	Garcia, Irma	June-Serna, Maria	Monge, Carmen
Alfaro, Griselda	Clark, Ute	Garibay, Leticia	Lacy, Cristina	Montellano, Yuri
Aliaga, Olga	Clines, Sylvia	Garibay, Christina	Lagunas, Maria G.	Monzalvo, Febe
Allal, Tasnimah	Conteras, Lorena Yadira	Geerligs, Nancy	Lam, Khoa	Morales, Teresa
Alonzo-Frisz, Connie	Contreras, Maria	Gibson, Sonia	Langdon, Loni	Morales, Guadalupe
Anderson, Debra	Cooper, Erin	Gibson, Dewan	Lares, Maxie	Morales, Nyree
Anderson, Linda	Copado, Carlos	Glover, Linda	Laudermill, Yvonne	Morales, Blanca
Andrade, Juan	Cordon, Carla	Godoy, Hector	Le, Frances	Moran, Ralph
Antonio, Gloria	Cordoza, Trese	Gomez, Elizabeth	Lee, Christie	Morando, Jacqueline
Aparicio, Sandra	Corona, Raquel	Gonzales, Maggie	Leon, Rosy	Moreno, Mary
Arce, George	Corpus, Carmen	Gonzales, Isis	Leon, Maria	Moreno, Olivia
Arellano, Jina	Cortes, Lydia	Gonzalez, Grace	Leon, Raul	Moreno-Osuna, Isela
Armendariz, Hortencia	Covall, Diane	Gonzalez, Esmeralda	Lepkowsky, Mary Beth	Morgan, Nora
Ascencio, Nancy	Crumpler, Esther	Gonzalez, Monica	Lewis, Lisa	Morris, Alex
Avalos, Lizette	Cruz, Carmen	Gonzalez, Carmen	Linares, Yadira	Morris, D'Ann
Baker, Lee	Dana, Nikki	Gonzalez, Abigail	Lindquister, Jackie	Mosley, Yolanda
Baker, Torry	Dawood, Ashraf	Grissom, D'ann	Liu, Cindy	Muniz, Maria G.
Baldoz, Maria	De La Cruz, Imelda	Gutierrez, Veronica	Lopez, Sandra	Muños, Araceli
Ballesteros, Maria	De La Torre, Maria	Gutierrez, Araceli	Lopez, Brenda	Munoz, Sonia
Barnard, Lolita	Deaner, Terri	Guzman, Isabel	Lopez, Joana	Myers, LaToya
Barraza Roppe, Beatriz	Del Barrio, Marinelle	Hammonds, Patricia	Lugo, Juana	Myers, Pura
Barreto Ramirez, Esmer- alda	Delgadillo-Santisteban, Dulce	Harlan, Wanda	Luquin, Norma	Nanin, Nancy
Becerril, Martha	DeMartinez, Vanessa	Haroutonian, Linet	Lynch-Whittaker, Patricia	Natareno-Garcia, Bessy
Bell, Carla	Diaz, Claudia	Harris, Karen	Ma, Sandra	Navarrete, Shirley
Beloney, Raquel R.	Diaz, Ricardo	Harry, Casey	MacGloan, Anna	Navarro, Evelyn
Beltran, Antonia	Diaz, Elizabeth	Harvey, Erin	Magana, Amparo	Negrete, Debra
Bennett, Demetra	Dillard, Brandy	Hawes, Rachel	Magana, Johnnie	Newman, Beth
Bernal-Strauss, Veronica	Dollarhide, Cathy	Heidel, Donna	MaGee, Jackie	Nguyen, Dung
Blagsvedt, Debbie	Dominguez, David	Heredia, Augustin	Manjarrez, Veronica	Nguyen, Cam-Van
Bonier, Stephanie	Dominguez, Maritza	Hernan, Susan	Marquez, Monica	Nichols, Joey
Booth, Marcella	Dorn-Baltonado, Yadira	Hernandez, Eva	Marquez, Jackie	no last name, Guadulesa
Bretado, Cristina	Douglass, Anber	Hernandez, Martha	Marquez, Maria	Nunez, Jasmin
Broussard, Toni	Duenas, Georgina	Hernandez, Gabriela	Marron, Vanessa	Ocana, Rosario
Bruce, Michelle	Duniven, Kelley	Hernandez, Hortencia	Marrufo, Brenda	Ochoa, Elizabeth
Bueno, Cecilia	Duran, Laura	Hernandez, William	Martinez, Claudia	Ochoa, Gesenia
Burrola, Elizabeth M.	Durhan, Chris	Hernandez, Lilia	Martinez, Mayra	Ochoa, Blanca
Cabezas, Athena	Ecevedo, Edna	Hernandez, Marlen	Martinez, Marjouri	O'Neill, Angela
Cabrera, Virginia	Emo, Kevin	Hernandez, Anjelika	Mata, Cayolxauhqui	Ong, Genevieve
Cadillo, Elizabeth	Enriquez, Jose	Hernandez, Meredith	Mateo, Yolanda	Ontiveros, Ana
Calderon, Amanda	Enriquez, Josie	Hernandez Balderrama, Andrea	Mc Worter, Teresa	Opang-Mensah, Amma
Camarena, Rocio	Escando, Irma	Hinojosa, Linda	McWilliams, Nikiya	Orduno, Claudia
Campos, Alicia	Eslava, Rosemary	Ho, Hong	Medina, Mariela	Orduno, Aritzza
Campos, Gilma	Espinosa, Adrian	House, Sherri	Mehrpay, Neda	Orman, Patty
Cardenas, Galfira	Estrada, Leticia	Huerta, Miguel	Mejia, Maricela	Ornelas, Angelina
Carrillo, Cory	Evangelista, Stephanie	Huoth, Nazareth	Melton, Robin	Ortiz, Martha
Carrillo, Valentin	Faes, Paula	Hurtado, Gabriellan	Mendez, Laura	Ortiz, Yolanda
Castellanos, Juan	Fernandez, Virginia	Huynh, Uyen	Mendez, Edith	Ortiz, Xochitl
Castillo, Carmen	Fitzpatrick, Rosa	Ibarra, Yvette	Mendoza, Abigail	Oxlay, Biviano
	Flaugh, Lois	Idoux, Heidi	Mendoza, Teresa	Parker, Jeff
	Fleisher, Arielle	Inda, Jacqueline		

See “CAA’s” on page 9

CAA's

Cont'd from page 8

Pascual, Rolando
 Pascual, Violeta
 Peko, Jodee
 Pelayo, Nancy
 Perez, Lorena
 Perez, Rosa
 Perez, Maria
 Perez, Claudia
 Perez, Lisa
 Perez, Evangelina
 Perez, Norma
 Perez, Marvin
 Perez, Maura
 Pham, Hung
 Pickering, Joan
 Pierott, Ellysee
 Pimentel, Ana
 Podesta, Gilbert
 Porovich, Christine
 Portillo, Karen
 Portugal, Alicia
 Powers, Lexi
 Prado, Josephina
 Prieto, Elma
 Prieto, Maria
 Puc, Suemy
 Ralston, Debbie
 Ramilo, Charity
 Ramirez, Jisela
 Ramirez, Monica
 Ramirez, Leticia
 Ramirez, Angelica
 Ramirez, Patricia
 Ramirez, Ana
 Ramirez, Patricia
 Ramos, Robbie
 Rangel, Paulette
 Raongthum, Anchulee
 Recinos, Mauricio
 Rezaei, Elizabeth
 Richie, Andrea
 Rico, Carmen
 Riddle, Caity
 Rivas, Martha
 Rivera, Zaira
 Rivera, Hilario
 Rivera, Teresa

Rizo, Enrique
 Robinson, Courtne
 Roca, Luis F.
 Rodriguez, Maria
 Rodriguez, Ruth
 Rodriguez, Deedee
 Rodriguez, Josephine
 Rodriguez, Brenda
 Rodriguez, Judith
 Rodriguez, Maria Teresa
 Rodriguez, Melisa
 Roman, David
 Roman, Laura
 Roman, Marcella
 Romero, Guadalupe
 Rondan, Thelma
 Rubio, Alfredo
 Ruiz, Manuela
 Ruiz, Catalina
 Ruiz, Imelda
 Sabin, Marcella
 Saka, Rita
 Salazar, Ana
 Sanchez, Julie
 Sanchez, Patricia
 Sanchez, Mary Lou
 Sanchez, Mirella
 Sanchez, Nancy
 Sanders, Nora
 Sanger, Robert
 Santos, Martha
 Santos, Sandra
 Scott, Rhonda
 Sellers, Cathy
 Shahid, Najah
 Silva, Diana
 Silva, Donald
 Silva, Cynthia
 Siordia, Laura
 Slider, Stefanie
 Solorzano, Maggie
 Soria, Nancy
 Sosa, Roxanna
 Sosa, Israel
 Soto, Rudy
 Stevens, Gabriela

Streeter, Stephanie
 Tapia, Maribel
 Tate, Joseph
 Thome, Laura
 Tipton, Denise
 Tiscareno, Ruth
 Torres, Maria
 Tovar, Nadia
 Tran Dang, Thuy
 Trigo, Jesus
 Tse, Ernest
 Twilligear, Norma
 Urday, Erika
 Uresti, Fabian
 Valderrama, Carmen
 Valdez, Chantille
 Vargas-Rebatta, Karina
 Vazquez, Gabriela
 Vazquez, Lorena
 Vazquez, Rodrigo
 Vega, Norma
 Vega, Anna
 Vilchis, Liliana
 Villacorta, Amelia
 Villalobos, Lucille
 Villalobos, Diane
 Villalobos, Yesica
 Villareal, Adriana
 Vue, Lia
 Vuong, Mai
 Weary, Twyller
 Weber, Susan
 Weig, Amanda
 Williams, Denise
 Williams, Keisha
 Woods, Harriet
 Yang, Victoria
 Yoh, Simon
 Yoon, Hyun
 Yrigoyen, Tamara
 Zamora, Arlene
 Zamudio, Rueben
 Zaragoza, Elizabeth
 Zavala, Elizabeth
 Zendejas, Cinthya

EE's

Alameda Corridor Jobs Coalition
 American Lung Association
 Angeles Medical Clinic

Armona Family Resource Center
 Blindness Support Services
 Calexico Unified School District -
 Calexico Family Resource Center
 Charterhouse Center for Families
 Child Development Resources of
 Ventura County, Inc.
 Childrens Institute International
 Clinica Guadalupana Med. Corp.
 Community Counseling Service
 of Los Angeles
 Community Resource Center
 Compusys Insurance Services,
 Inc.
 Conejo Valley Free Clinic
 Congregations Building
 Community (CBC)
 Corcoran Family Resource Center
 Costco Insurance Agency, Inc.
 Crenshaw Family Medical Group
 Cynthia J. Tam
 Cypress School District
 Didi Hirsch Community Mental
 Health Center
 Dientes Community Dental Clinic
 Dr. Roger Takia
 DMS, M.D., Inc.
 E & J Billing Services / DBA E & J
 Medical Clinic
 East LA Community Corporation
 Ellis N. Beesley, Jr. M.D., F.A.A.P.
 El Rio Neighborhoods for Learni
 Estela Diaz Insurance Agency
 Family Knots Express
 Family Resource & Referral Center
 Farmersville Youth Center
 First 5 Santa Clara County
 Fredricks Benefits
 Fresno County Office of Education /
 Health Services
 Fresno Native American Health
 Center
 Glendale Adventist Medical Cent
 Heritage Institute for Family Advo
 cacy
 Hoa Binh Insurance Services
 Inner City Law Center
 Institute for Health Policy and Sys
 tem Effectiveness
 Jim Burgess Ins.

See "CAA's" on page 10



CAA's (Continued from page 9)

Just for Kids Dentistry & DPM 2000
Kabir Huda
Kings Partnership for Children/Hand
In Hand FRC
Korean Community Services
Korean Youth and Community
Center
Long Beach Unified School District /
School Health Center
Lucile Packard Children's Hospital
@ Stanford
Magali G. Blanco Insurance Agency
Manchester Medical Group
Medpoint Management
Mendocino County Office of
Education
Michael A. Kass, M.D.
Mutual of California Insurance Ser
vices

Nadia G. Tovar
National Health Services, Inc.
Nayyara Dawood, MD Pediatrics
New Morning Youth and Family
Services
Obdulia Rogel
Omnicare Medical Group
Oriental Financial Services
Pacific Free Clinic
Parkview Community Hospital Medi
cal Center
Pediatric Partners
People Coordinated Services
Perry Staltaro
Primerica Financial Services

Qualified Healthcare Inc.
San Diego Business Healthcare
Connection
Santosh K. Garg MD "A Profes

sional Medical Corporation"
Services United, Inc.
Silas J. Thomas M.D. Inc.
Simple Wealth Inc.
South Bay Center For Counseling
St. George Dental Center
St. Joseph's Medical Center
The Los Angeles Free Clinic
The Salvation Army—Westwood Transi
tional Village
Thorson & Associates Insurance
Services, Inc.
TRG Insurance Services DBA:
The Rule Group
Ultima Financial
Western Dental Services, Inc.
Women Helping All People
Worksite Wellness LA
Youliang Zhao
Youth OPS, Inc.



CONTACT US

EE/CAA telephone	1-800-279-5012
Email	ee-caaliaison@maximus.com
Web site (& downloadable Reference Manual)	www.healthyfamilies.ca.gov Choose "Information for EE's and CAA's" in the Menu on the left

EE/CAA Class Schedule (also available on the web)

September

27th & 28th in Redding, Shasta Co.
29th & 30th in Siskiyou County

October

4th & 5th in Cerritos, L.A. County
7th & 8th in LAUSD, L.A. County
7th & 8th in Sacramento County
11th & 12th in Salinas, Monterey Co.
14th & 15th in San Mateo County
18th & 19th in Glendale, L.A. County

November

1st & 2nd in Cerritos, L.A. County
3rd & 4th in Bakersfield, Kern Co.
9th & 10th in Colton, San Bernardino Co.
15th & 16th in Lakeport, Lake Co.